

for
RFP# 231-24
COMMBUYS Bid – 24-1206-MBTA-MBTA-
110575
SIP REPLACEMENT OF CENTREX AND
AVAYA

DECEMBER 17, 2024, 11:00 a.m.





Introductions

- **Jimmy Moynihan**, Sourcing Executive
- Procurement & Logistics
- Danial Schur, Manager of Unified Communications
- Information Technology Dept



Pre-Bid Logistics

- First and most important...
- Thank you for being here and for your interest in partnering with the MBTA
- This RFP will be managed via COMMBUYS. Instructions for log-in and use of COMMBUYS are described in [Instructions for Vendors Responding to Bids](#).
- For COMMBUYS assistance please contact the OSD Help Desk at 888-MA-State (627-8283) or osdhelpdesk@mass.gov.
- This presentation in part or in whole is not meant to take precedence over the RFP documents in RFP 155-23 as posted on COMMBUYS, please refer to COMMBUYS for the most accurate information.
- All communication regarding this bid must be submitted to the MBTA Procurement & Logistics point of contact via COMMBUYS.

12/31/2024



Agenda

Session Expectations

Overview of the Contract

Request for Proposal (RFP) Structure

Documents to be included in Your
Response

Important Dates

Overview of the Diversity & Inclusion
Requirements

Training & Additional Resources

General Q&A

Session Expectations



Today's session is not a substitute for reading the Request for Proposal (RFP) document. The RFP includes important contract and response details that will not be covered during today's meeting.



Although we will take general questions about the authority's bidding process, at the end of today's session, questions about the bid must be submitted through **COMMBUYS** using the Q&A feature before the Q&A deadline.



The COMMBUYS Q&A feature and important deadlines will be covered later in the presentation.

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Overview

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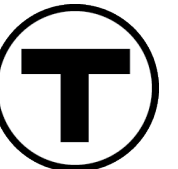


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Contract or Service Effective Date (estimated): March 1, 2025

Term: 24 months for installation. 5 Year licensing and equipment and 2 two-year options

Number of Awards: One

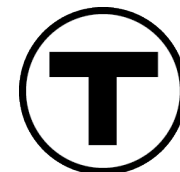


Scope of Work Overview



Includes but is not limited to:

- High Availability (HA) SIP Platform with concurrent use licensing.
- Phased installation maintaining current platforms during transition.
- SIP Trunking and porting of existing numbers.
- SIP Telephones.
- ATAs and SIP Gateways for existing analog, with the ability to support legacy equipment.
- Migration of six (6) Call Centers.
- Full as built inventory with GPS coordinates upon completion



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Scope of Work Overview

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- **Consolidate MBTA telephone services:** The goal is to move onto a single, high-availability SIP platform hosted at MBTA data centers.
- **Utilize MBTA networks:** Connections to locations will be made over the MBTA ACE and SWAN networks.
- **Consolidate telecom carrier connections:** Telecom carrier connections will be SIP-based and consolidated at data centers. The SIP trunks will be fully redundant with primary and backup carriers.
- **Migrate call centers:** Call centers, including Customer Experience, AFC, MBTA PD, OCC, and BidWeb, will be migrated to the new platform.
- **Support various devices:** The new platform will support on-premise fixed phones, remote desktops, and mobile app connections for both standard users and call center agents.

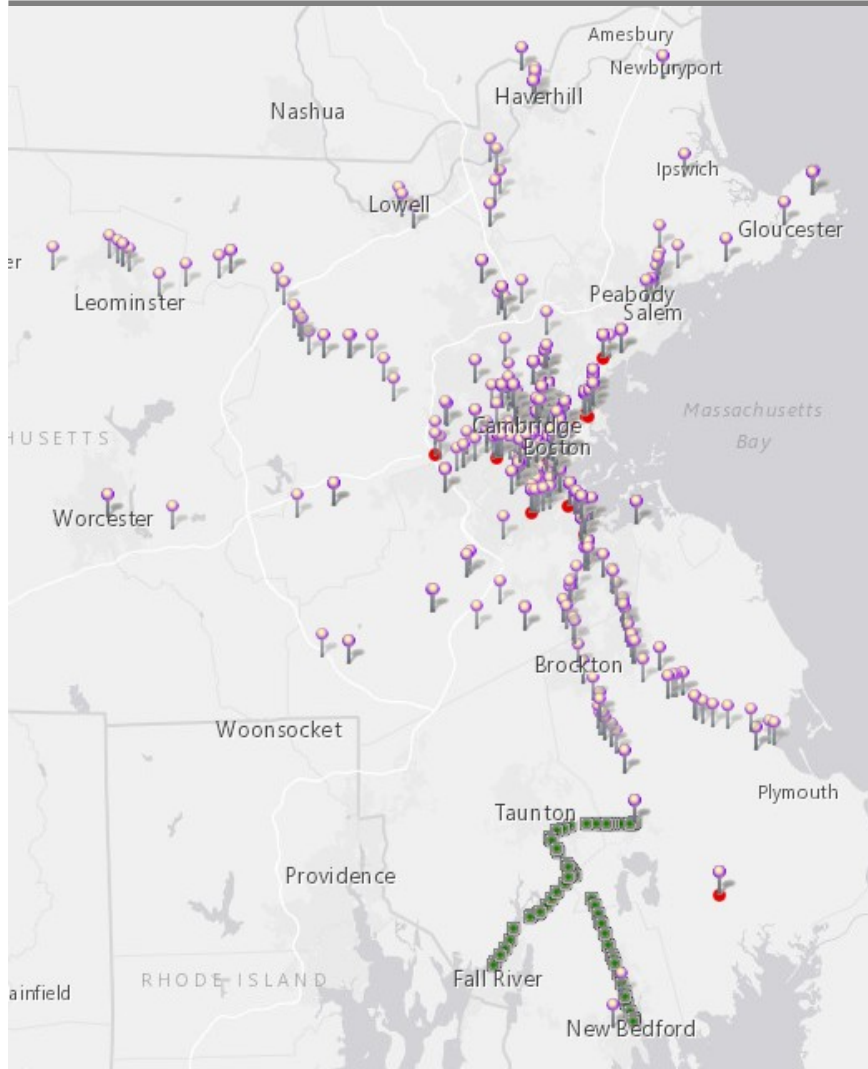
The goal is to create a unified and reliable telephone platform for the MBTA, consolidating services, utilizing existing network infrastructure (ACE and SWAN).

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Locations are throughout eastern Massachusetts.

A full list can be found in Appendix D of RFP

- Avaya - 30 Locations 2,151 line, 6 Call Centers
- Centrex - 62 Locations 921 Lines
- South Coast telephone services 81 Locations, 81 Lines currently on SIP .



RFP Structure

	Introduction	Scope of Work	Bidders Instructions & Procurement Process	Submission of Response	Selection Process & Evaluation	Contract Terms & Conditions	Attachments	Response Forms
Description	Introduction of RFP	Describes the Scope of Work	Provides overview of procurement process of RFP and instructions	Directs the vendors how and what documentation to submit with a proposal	Responsiveness Review and Evaluation	Contains the contractual terms by which Bidder is expected to abide	Supporting Documentation	Required Forms to be included with submission
Key Information	Duration of Contract (5-Year Term) Background	Scope of Work Deliverables	Bid Conference RFP Calendar Rules of Contract Insurance	Submit on Commbuys Technical Proposal Price Proposal	Pass/Fail Criteria Technical Response Criteria Evaluation Approach	Standard Terms and Conditions	Forms and Attachments	Form B: Technical Proposal Price Proposal

RFP Bid Submission

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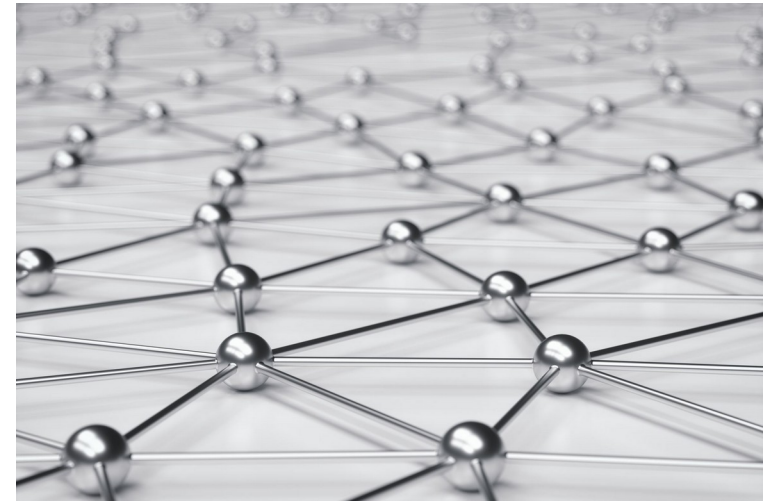
Submission of Response

Technical Response including:

- Bid Cover Letter
- Power of Attorney (as described in Section 4.2 of the RFP)
- Form A: Pre-Award Bidder Evaluation Data Form
- Form B: Technical Response
- Form C: Small Business Attestation Form
- Other items as applicable

Price Response as a separate document, including:

Form D: Price Response



*The specific requirements for submissions of the **Technical Response** are included in **Form B**.*

*The specific requirements for submission of the **Price Response** are included in **Form D**.*

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Bidder Evaluation Criteria

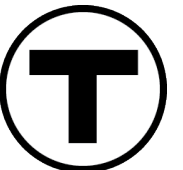
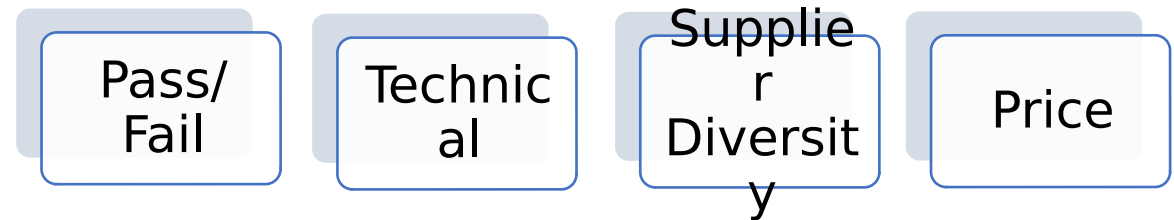
Bidder must complete all required forms and submit all other required forms listed in the RFP

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The MBTA will evaluate each Response based on a combination of Pass/Fail Criteria, Technical Evaluation Criteria and Price Responses to determine the **Best Value** for the Authority.

All **Responses** will be reviewed for:

- ✓ The responsiveness of the Bidder to the requirements set forth in the RFP.
- ✓ Conformance to the RFP instructions regarding organization and format.
- ✓ Deficiencies and minor informalities, apparent clerical mistakes which are unrelated to the substantive content of



Basis of Award

Best - Value Proposal

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- Bidders are advised that the MBTA is not bound to accept the lowest priced Response or the Response with the highest Technical Response Score.
- The selection will be made on a **best-value basis**, evaluating price along with other factors.
- Each criterion will be evaluated considering all the information included in the Bidder Response related to the criterion, as well as other information gathered from references, presentation, and on-site visits if requested.
- Responses will also be evaluated based on the Supplier Diversity Criteria which will account for 25% of the overall technical scoring.



Performance Measures or Key Performance Indicators

Vendors' performance after contract award will be measured as follows:

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- Vendors will be required to comply with Performance Measurements or Key Performance Indicators as outlined in the RFP.
- Supplier Diversity Requirements.





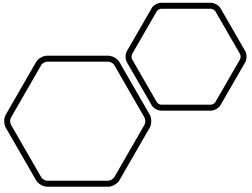
What Makes a Compliant Proposal Response?

- Be sure to read the RFP.
- Pay attention to the mandatory requirements.
- Note maximum page limits (see Form B).
- Ensure all required documents are submitted.
- Complete the bidders' response forms in their entirety.

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Important Dates

TABLE: RFP CALENDAR		
Procurement Activity	Date	Time
RFP issued	12/11/2024	
Pre-bid conference - Join the meeting now Dial in - 1 929-352-1865 with code 39736572#	12/17/2024	11:00 a.m.
Deadline for submission of Bidder questions via COMMBUY S Q&A	12/30/2024	2:00 p.m.
Official Answers for Bid Q&A published by MBTA on COMMBUY S	1/3/2025	2:00 p.m.
Response Due Date	1/17/2025	2:00 p.m.
In-person or virtual presentations at MBTA (estimated)	2/6/2025	
Contract Execution (estimated)	2/21/2025	
Service Start Date (estimated)	3/1/2025	



Overview of Supplier Diversity & Inclusion

Supplier Diversity & Inclusion Program

The Commonwealth's Supplier Diversity Program (SDP) promotes business-to-business relationships between awarded Contractors and diverse businesses and non-profit organizations (SDP Partners) certified or recognized by the Supplier Diversity Office (SDO). The MBTA seeks Proposals that incorporate participation by SDP Partners in as many aspects of the services as possible.

Section five of the RFP provides bidders with detailed information and resources relating to:

- Program background
- Financial Commitment Requirements
- Eligible SDP Partner Certification Categories
- Eligible Types of Business-to-Business Relationships
- Program Flexibility
- SDP Spending Reports and Compliance

Key Supplier Diversity Contract Requirements

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- **Bidders** must propose a specific commitment to be spent with certified diverse companies (SDP Partners).
- **Contractors** must report spending with SDP Partner(s) for the duration of the contract.
- **SDP Partners** utilized by Contractors must be listed in one of the two directories identified in this presentation.



The SDP requirements apply even if company:

- Does not have SDP Partners at the moment.



Recognized Third-Party Certifying Organizations

Certifying Organizations	Certification Category
Greater New England Minority Supplier Development Council (GNEMSDC)	MBE
Center for Women & Enterprise (CWE) (New England – WBENC)	WBE
City of Boston	MBE/WBE
VetBiz/U.S. Department of Veterans Affairs	VOSB/SDVOSB
NGLCC – National LGBT Chamber of Commerce	LGBTBE
Disability: IN (formerly the US Business Leadership Network – USBLN)	DOBE and SDVOBE

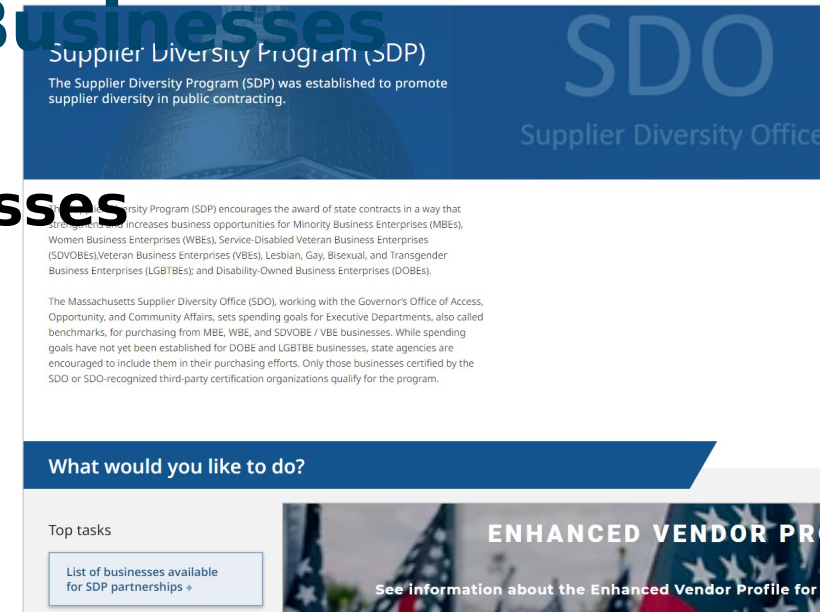
Finding Partners

Online Directories of Certified Businesses



1 The SDO Directory of Certified Businesses

- More than 3,700 certified businesses
- MBE, WBE, VBE, SDVOBE, DOBE, LGBTBE
- www.mass.gov/sdp



2 The U.S. Veterans Administration Vendor Information Pages (VIP)

- More than 14,000 certified businesses
- VOSB, SDVOSB
- <https://vetbiz.va.gov/basic-search/>

A screenshot of the U.S. Veterans Administration Vendor Information Pages (VIP) search form. The header is blue with the text "ENHANCED VENDOR PROFILE" and "See information about the Enhanced Vendor Profile for VA Contracting Officers". Below this, there is a section titled "FIND VETERAN OWNED BUSINESSES" with a search form. The form includes fields for "Business Name", "Doing Business As", "DUNS", "PSC", "NAICS", "Keywords", "FSC", "Web Address", "Cage Code", "Green NAICS", and "Purchase Card".

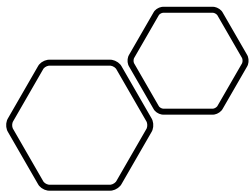
Finding Eligible Certified Partners



- 1 Find **current** suppliers that are **certified****
Review the lists of eligible SDP partners from the SDO and VetBiz directories and compare your current suppliers to those lists.
- 2 Find **current** suppliers that **may be certified****
Survey your suppliers to find diverse companies that are not certified or are certified by an organization other than the Massachusetts SDO. Connect them with the SDO (sdp@mass.gov) and encourage them to get certified.
- 3 Identify **subcontracting needs** that may be met **by a new diverse business partner****
On an ongoing basis, closely monitor incoming state orders and projects for the potential to hire diverse businesses as subcontractors.
- 4 Identify **general business needs** that may be met **by a new diverse business partner****
On an ongoing basis, review your company's business needs, including one-time purchases, to find areas where you may include new diverse suppliers.



Online Certification
Self-Assessment Tool:
<https://www.mass.gov/forms/take-the-certification-self-assessment>



Training Resources



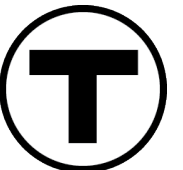
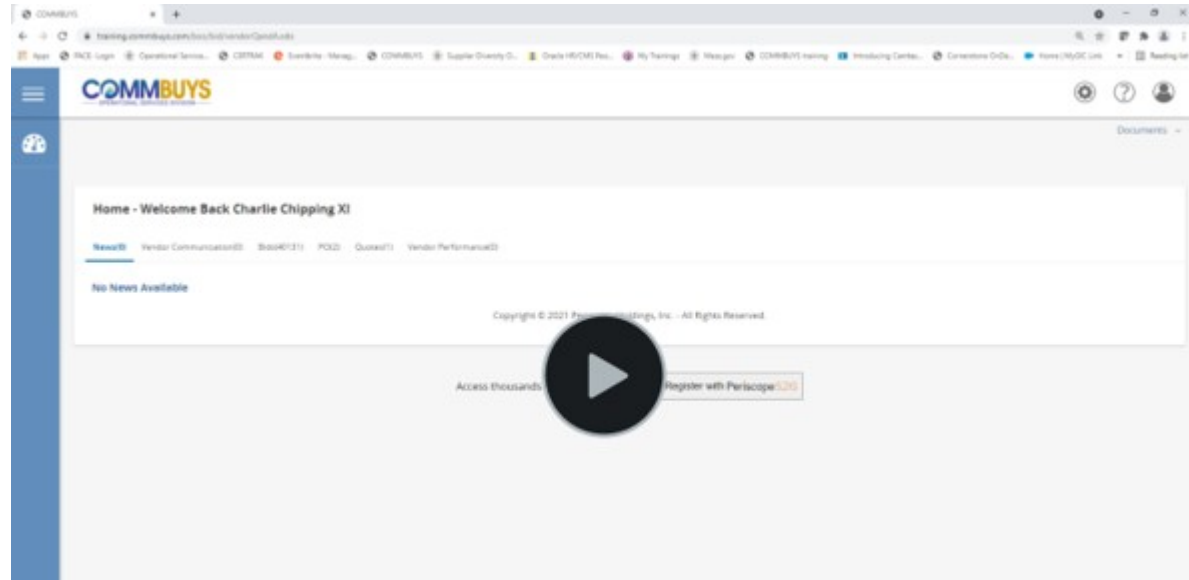
COMMBUYS Q&A

COMMBUYS Q&A is a tool to manage dialogue between buyers and bidders.

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Please watch this short video that demonstrates how to use the tool to ask questions about the bid.

[Link to the video](#)



View



Pre-recorded Webcast

How to Locate and Respond to Bid Solicitations in COMMBUYS

[Link to the recording.](#)

Participate



Link to the
[Vendor Training Schedule;](#)

Read



Job Aids

[How to Create a Quote in COMMBUYS](#)
[Using the Q&A Tab within a COMMBUYS Bid](#)
[How to Withdraw, Reopen, and Resubmit a Quote](#)
[Basic COMMBUYS Navigation and Searching for the Seller Role](#)



Important steps to follow for bid submission

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Acknowledge the Bid

Bidders are encouraged to *Acknowledge* the bid to be notified of any updates/amendments to the bid, including changes to the bid opening date/due date.

To receive these updates:

- Login to COMMBUYS
- Navigate to the bid using the *Advanced Search*
- Select "Yes" on the *Acknowledge Receipt and View Solicitation* window.

You must be registered in COMMBUYS to take this action.

Plan to Submit Your Response

- All responses must be submitted in COMMBUYS by the Bid Opening Date and Time; **late responses may not be accepted.**
- It is imperative that bidders allow sufficient time to submit their quote, and bidders are advised – at a minimum – to begin well in advance of the Bid Opening Date and at a time when OSD Help Desk staff are available for questions.

Questions?

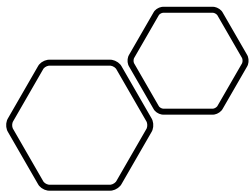
OSD Help Desk

Monday - Friday, 8:00 a.m. - 5:00 p.m.

888-MA-State (627-8283)

OSDHelpDesk@mass.gov





Questions?

Closing

- This presentation in part or in whole is not meant to take precedence over the RFP documents in RFP 231-24 as posted on COMMBUYS, please refer to COMMBUYS for the most accurate information.
- RFP Schedule and any dates mentioned are subject to change at the discretion of the MBTA. Please refer to COMMBUYS for the most accurate information.
- Questions should be posted on COMMBUYS (Deadline – 12/30/24 at 2:00pm)
- Any and all communication during the non-mandatory Bidders' Conference of 12/17/24 represents no favor to attendees. All Bidders' responses will be treated equally regardless of attendance.
- This Presentation will be posted on COMMBUYS in the File Attachments section.

•Thank You for your interest in partnering with the MBTA

Thank you for attending!

